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## **Operations Metrics**

### **Service Operations**

I have quite a bit of detail for CMP and Scholastic, although I would like to have WAIS search statistics. I need to get some additional information from Meikel, Keira and Dan on user registration information, and DowVision and Intel statistics.

Are there any services that are missing? Next week you should see the detail on DowVision and Intel. Rio may not yet belong on this report, although we are adding it to the monitor process.

### **Systems Operations**

#### **System**

I should have this next week.

#### **Disk space usage**

Let me know if you think that this is useful, or perhaps just the bolded items with a report on disk space usage by service and project.

#### **Network**

This is a future item.

## **Operations Incident Reports**

**Intel**

### **Operations Issues**

#### **Reboot of wais.com**

Since 'hang' problems in December, wais.com has been rebooted every night at 6pm. Action was taken to clean up wais.com, moving non-production items off. New 9GB disk installed replacing two old disks. 6 system patches installed. We do not know for certain that we have corrected the original problem. We have warned the primary customer, CMP, and received permission to stop the nightly reboot. We will continue to reboot weekly at noon on Saturday.

Service Operations								
	CMP TechWeb	DowVision	Scholastic	Scholastic	Intel	Rio	OpenSource	Free Services
Monitored	yes	just added	no	no	adding now	adding next?	no	no
Incidents	0	0	0	7	2	0	0	0
New Users								
Total Users								
Countries	49		26					
Requests	WWW		WWW	Public Gopher	WAIS			
outside US	7,074		1,861					
.com	31,919		3,093					
.edu	7,161		2,470					
.gov	1,371		243					
.int	25		0					
.mil	839		19					
.net	7,441		1,410					
.org	1,209		291					
wais.com	212		34					
unresolved	15,090		3,442					
	72,341		12,863					
Sat 1-14-95	5,099		1,258	1,324				
Sun 1-15-95	4,287		1,215	1,618				
Mon 1-16-95	10,292		1,514	1,262				
Tue 1-17-95	12,755		1,959	1,343				
Wed 1-18-95	13,774		2,098	1,670				
Thu 1-19-95	13,507		2,255	1,436				
Fri 1-20-95	12,621		2,564	1,549				
	72,335		12,863	10,202				
Notes								
1.) Need to know where to obtain total number of users, and number of new users for TechWeb								
2.) Would like to add WAIS search stats in addition to WWW stats - yes								
how many users do WAIS searches? Could be selling point over services offered by others								
3.) Need to get stats for DowVision								
4.) Need to know where to obtain total number of users, and number of new users for Scholastic								

*not needed to key in to Excel*

Mounted on	capacity	MB	used	avail	
wais					
root	63%	91	52	30	
/usr	73%	185	121	45	
/spool	4%	901	32	778	
/spare	77%	480	332	100	
/wais1	91%	1,995	1,628	167	
/wais2	78%	1,803	1,261	362	
/wais15	22%	1,803	361	1,262	
/wais16	59%	1,803	960	663	
/wais17	57%	1,803	919	704	
/wais5	78%	1,907	1,331	385	
/wais0	90%	1,995	1,608	188	
		14,767	8,606	4,685	
sushi					
root	109%	21	20	0	
/usr	97%	199	173	6	
/spare	94%	600	506	34	
/wais3	94%	1,564	1,326	81	
/wais4	68%	1,825	1,118	525	
/wais7	86%	941	731	116	
/wais8	99%	941	837	10	
/wais9	100%	941	846	1	
/wais10	92%	1,785	1,483	124	
/wais11	67%	1,785	1,080	527	
		10,603	8,121	1,423	
dowvision					
/wais12	62%	1,907	1,063	654	
/wais13	68%	1,907	1,171	545	
/wais14	70%	1,907	1,209	507	
/dv	84%	1,722	1,298	252	
		7,443	4,741	1,957	
/python/users	91%	816	668	67	
Total		33,629	22,136	8,132	
Notes					
1.) Not sure if this is useful to see every week.					
2.) I want to be able to look at disk space usage by project as that is more useful -					
	are we charging enough for service operations?				
	track growth of resources as service comes on line				
3.) used and avail do not add up to MB alloc as system saves space for remapping bad sectors					

## Operations Incident Report WAIS, Inc.

Service: Intel TechDoc  
Date: January 20, 1995  
Time: various  
Reported by: Intel - Melonie Yunk

### Description:

Melonie Yunk is not receiving copies of the registration or beta forms. Users are registering and copies of registrations are being emailed to intel. Email is sent from user nobody. Jeff Sedayao confirmed that the email is being received by Intel and that mail from user nobody is not filtered.

Meikle arranged for alternate transfer of registrations to Intel.

### Impact:

Melonie Yunk is unable to see on a daily automatic basis that the TechDoc service is being successfully accessed by a growing number of users.

### Action Items:

- 1.) Ensure alternate delivery of registrations and beta forms until email delivery problem is resolved by Intel.

## Operations Incident Report WAIS, Inc.

Service: Intel TechDoc  
Date: January 18, 1995  
Time: various  
Reported by: Intel - Melonie Yunk

### Description:

Users on intel.com were unable to connect to wais.com. Internet connection to ANS was up and fully operational. Traceroute showed delays in getting through PSI, which is Intel's service provider. TechDoc http access continuing without interruption for all users except those at intel.com.

WAIS opened a call with ANS to determine if pressure could be applied to PSI to correct the situation. WAIS suggested that Jeff Sedayao, Intel's internet engineering contact, also open a call with PSI. ANS has an existing open call concerning PSI performance.

### Impact:

Intel is unable to demonstrate the TechDoc service to internal users and management.

### Action Items:

- 1.) Account team should determine what is required to enable Intel to move forward with this project into the next phase. The internet performance problem is not under WAIS' control.